



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



May 18, 2021

Bradenton, FL

NEF-109 tgd
Ref. No. 11395450

Dear

Thank you for the letter about your model year (MY) 2015 Kia Soul vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. You state that your MY 2015 Kia Soul failed to accelerate and made an abnormal noise. Prior to this incident, you received a recall notice (NHTSA Safety Recall Campaign No. 20V-750) that addresses an internal engine problem in certain MY 2014 and MY 2015 Kia Soul vehicles. A dealer diagnosed your vehicle and determined that the poor acceleration and noise was caused by a clogged catalytic convertor. As such, the dealer advised that your problem is not related to the safety defect identified in Recall 20V-750.

As you know, Recall 20V-750 states that dealers will conduct an inspection of the engine compartment for fuel and/or engine oil leaks, perform an engine test and make any repairs, including engine replacement, if necessary. Dealers will also perform a Knock Sensor Detection System (KSDS) software update. Please note that recalls are very specific in regards to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. We understand your concerns; however, replacing the catalytic converter is not part of this recall.

We entered your VIN into our VIN Look-Up Tool, which searches for open recalls through a direct link to the manufacturer's database. We commend your diligence in completing Recall 20V-750 and there are currently no open recalls on your vehicle. We also entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

We encourage you to continue to work with Kia and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Kia district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Florida Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

Finally, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement